



## FIVE-YEAR LIMITED WARRANTY TERMS & CONDITIONS (Amplifiers & Cabinets)

**IMPORTANT: PLEASE RETAIN YOUR ORIGINAL SALES RECEIPT, AS IT IS YOUR PROOF OF PURCHASE VALIDATING THIS LIMITED WARRANTY AND WILL BE REQUIRED FOR WARRANTY SERVICE COVERAGE.**

Your new Gibson amplifier or cabinet is covered by one of the industry's best warranties, as well as Gibson's renowned customer service and self-help resources – Which, in most cases, can provide you the means to quickly resolve the issue personally, so you can get back to playing!

**Gibson, Inc.** warrants to the original purchaser that this Gibson amplifier or cabinet, if used under normal operating conditions, as determined at Gibson's sole discretion, will be free of defects in parts and workmanship for a period of five (5) years. Speakers used within your Gibson product are warranted for three (3) years, while all included light bulbs, vacuum tubes, cables, and accessories (excluding batteries) are warranted for six (6) months. This Limited Warranty applies only to the original retail purchaser when purchased from an Authorized Gibson Dealer and is subject to all other limitations set forth herein.

All warranty periods are effective from the original date of retail purchase so long as the original owner can provide the authorized warranty service provider with the original sales receipt showing purchaser's name, date of retail purchase, model type, product serial number and dealer name and address. All warranty claims are subject to inspection by Gibson, Inc., or their local Authorized Gibson Service Center to determine improper operating conditions or abuse. Products determined to be defective by Gibson, Inc. will be repaired or, at Gibson's sole discretion, replaced by another similar unit without charge to the owner. All transportation and insurance costs associated with warranty service and repairs are the responsibility of the purchaser.

### **Three steps to follow should you encounter an issue:**

#### **Step 1 - Self-Help Resources**

Most problems can be self-resolved in minutes by referring to the troubleshooting guide in your owner's manual or online at <https://www.gibson.com/support/> where you'll find answers to a wide range of FAQs, other tips, and service resources.

#### *Tube Amp Owner Maintenance*

Your Gibson amplifier may utilize vacuum tubes, which, like a light bulb, wear out with use and require some periodic maintenance. Most tube amplifier problems are caused by tube failure and can usually be cured simply by replacing the faulty tube(s). The physical act of replacing a faulty tube, much like replacing a faulty light bulb in your home or a broken string on your guitar, is a simple process for which the owner is responsible. Replacement of tubes outside their own warranty period is considered routine maintenance and is also the owner's responsibility. Damage to the amplifier caused by out-of-warranty tubes, while rare, may not be covered under this warranty. This warranty becomes void if any tubes other than genuine MESA tubes are used. Abuse, misuse, or failure to properly maintain your Gibson amplifier or cabinet may, at Gibson's discretion, invalidate this warranty.

#### **Step 2 - Dealer Service & Troubleshooting Support**

The Gibson Dealer from whom you purchased your Gibson product should always be the first point of personal contact. In some cases, they may also be an Authorized Service Center, or at minimum, they are trained to troubleshoot and assist you in resolving most basic issues quickly, and/or determine if more in-depth warranty service may be required by an Authorized Gibson Service Center.

#### **Step 3 - Locating an Authorized Service Center**

In those rare cases when self-help resources and/or connecting with your Gibson Dealer doesn't resolve the problem, Gibson provides several convenient options to assist you in finding the best Authorized Service Center option:

1. Obtain a recommendation from your Gibson Dealer as to the Authorized Service Center they use.
2. Contact the applicable Gibson Customer Service Department for your country (listed below) for recommendation.
3. If you reside in the USA or Canada, you have the option to send your product back to Gibson, Inc. for repair (details below).

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## **USA & Canada Gibson Customer Service**

<https://www.gibson.com/Contact>

Phone: 1 800 4GIBSON (1 800 444 2766)

### *USA & Canadian Return Authorizations*

Return Authorization (RMA) request can be made online by visiting the Gibson west site at:

<https://www.gibson.com/Contact>. Upon receiving your RMA request, a Gibson Product Specialist will contact you to review the issue, provide further instructions and discuss any potential costs you may incur. Gibson, Inc. will make every effort to complete the repair as quickly as possible in the order it was received. If you require priority rush service, extra charges may apply. Gibson, Inc. cannot accept responsibility for products shipped to us that become damaged in shipping due to poor packaging. Please save your original packaging material and inspect it thoroughly before re-use.

## **Gibson Customer Service outside of the USA & Canada**

<https://www.gibson.com/Contact>

Phone: +39 02 231 74 096 (Monday – Friday, 9 AM to 5 PM *Central European Time*)

This Limited Warranty applies only to Gibson amplifiers or cabinets sold by an Authorized Gibson Dealer within its own country or legally recognized union of countries to legal residents of the designated territories; and is void if it has been modified, used for rental or damaged by alteration, misuse, accident, or neglect; has been repaired improperly by a non-authorized service center or if the serial number has been defaced, removed or counterfeit.

The foregoing constitutes the only warranty made by Gibson, Inc. with respect to the products and is made expressly in lieu of all other warranties expressed or implied. Gibson, Inc. shall not be responsible for providing any product loans, nor liable for damages based on inconvenience, loss of use, lost profits, lost savings, dissatisfaction, damage to any other equipment or other items at the site of use (including the site itself), or any other damages whether incidental, consequential, or otherwise. Any implied warranties, including without limitation, any implied warranties of merchantability or fitness for any particular purpose, imposed otherwise are limited to the duration of this limited warranty. In so far as such warranties cannot be disclaimed, Gibson, Inc. limits the duration and remedies of such warranties to the duration of this express warranty and, at Gibson, Inc. option, to the repair or replacement described herein. Some states, provinces or countries do not allow limitations on how long an implied warranty lasts, so the above limitations may not be applicable to you.

This warranty gives you specific legal rights that vary from state to state (or by country or province). Other than as permitted by law, Gibson, Inc. does not exclude, limit, or suspend other rights you may have, including any rights under consumer protection laws that cannot be lawfully changed or excluded. Further, Gibson, Inc. does not exclude, limit, or suspend other rights you may have against the person who sold the Gibson product to you if that person has breached their sales contract with you. For a full understanding of your rights, you should consult the laws of your country, province or state.

Please read and follow the information in your owner's manual including the safety guides and the warning against exposure to high sound levels, which may cause permanent hearing damage. Use your Gibson product with common sense and professionalism. Should problems occur, we are here to assist you. Our reputation relies upon your lasting satisfaction with our products and our service. We sincerely thank you for choosing us to be your amplifier company and being a member of our family of players.

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